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FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON, D.C. 20554

4 MAR 1993

IN REPLY REFER TO:

MMO 92-266

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MAR 22 1993

Mr. and Mrs. Paul A. Scholl
908 Cara Drive
Largo, FL 34641-1021

Dear Mr. and Mrs. Scholl:

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Congressman Michael Bilirakis has asked me to respond to your letter in which you complain about rate increases by your local cable television operator.

The Commission has a clear understanding that Congress adopted the Cable Act of 1992 to constrain unreasonable cable rates. The Commission is in the process of formulating rules implementing the rate provisions of the law and is seeking public comment on those provisions that address rate rollbacks, refunds, and evasions of statutory requirements. The Commission will attempt to implement these provisions faithfully, and will consider the conduct of the cable industry during the interim period in deciding what kind of regulation is needed.

Your letter will be placed in the record of this proceeding so that the Commission can be mindful of your concerns during its deliberations. I trust that the foregoing and the enclosures are informative.

Sincerely,

Roy J. Stewart
Roy J. Stewart
Chief, Mass Media Bureau

Enclosures

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378970

MR. AND MRS. PAUL A. SCHOLL
908 CARA DR.
LARGO, FLORIDA 34641-1021

(4)

Dec 22-1992

Cong. Mike Bilirakis,

Dear Sir,

Enclosed is a copy of a
price increase notice from Barge
Cable. Since we have had Cable
Service (5 years) in our home the
cost of service has gone from \$20⁰⁰
per month to \$31²⁵. Now again a 5%
increase.

I thought Cable Service
was now regulated.

How about it?

Paul A. Scholl

578970

December 1, 1992

Dear Valued Customer:

Paragon Cable continues to be committed to bringing you the best in quality entertainment. To us "quality entertainment" is not just the programming you receive, but also includes the level of customer service we provide you. We have now completed the rebuild of our system in St. Petersburg Beach, Treasure Island, Gulfport, South Pasadena, St. Petersburg, Belleair Bluffs, and Indian Shores. Preliminary work in Largo and Indian Rocks Beach has already begun, with actual construction due to start shortly.

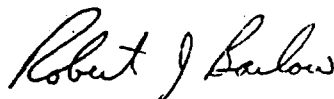
Once again in 1992, Paragon was awarded the prestigious "Seal of Good Customer Service" by the National Cable Television Association. This award reflects our efforts to meet and usually exceed tough customer service standards set by the cable industry. In 1992, we expanded our phone hours, and now answer calls from 8:00 a.m. to 8:00 p.m. Monday through Friday, and 8:00 a.m. to 4:00 p.m. on Saturdays. As always, our repair lines are open 24 hours per day, seven days per week, should you have problems with your cable reception.

Congress recently passed a law imposing many new regulations on cable television operators like Paragon. While the final impact on our prices will not be clear until after the FCC sets new rules next year, Paragon is making some changes effective in January that we think reflect what Congress intended.

Beginning in January, your cable bill will increase by no more than five percent (5%). This increase reflects our ever-increasing cost of doing business and will allow us to continue providing you with high quality programming and service. This five percent (5%) increase applies to our standard package, additional outlets, premium services, remote controls, and selector rentals. Not affected by the increase is our \$8.95 basic service.

Paragon Cable appreciates having you as a subscriber. We are happy to bring you and your family quality entertainment and stand completely behind our 100% satisfaction guarantee.

Sincerely,



Robert J. Barlow
Vice President/
General Manager
Pinellas County

378970

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LARGO, FLORIDA 34641-1021

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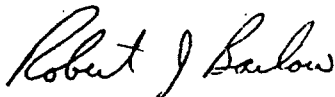
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